Distribution Date: July 31, 2013

HUD/FHA Offices Closed on Friday, August 2, 2013

HUD OFFICES TO CLOSE NATIONWIDE ON FRIDAY, AUGUST 2

The U.S. Department of Housing and Urban Development (HUD) is notifying the public today that it will close its offices nationwide on Friday, August 2 as a result of government-wide automatic spending cuts that took effect on March 1, 2013. HUD will resume normal operation on Monday, August 5. We encourage those with business in HUD offices to plan accordingly.

On designated furlough days, employees are forbidden to engage in any agency-related activities and all HUD/FHA Offices will be closed. The remaining HUD/FHA scheduled furlough days are:

- Friday, August 16
- Friday, August 30

Please note that response times to your requests for information and processing may be delayed by up to two additional days during these time periods (this is in addition to the normal 2-3 day standard response time). HUD/FHA apologizes for the inconveniences that may be caused by the implementation of these furlough days and will work with our clients to minimize any negative impacts.

On designated furlough days, certain FHA services will still be available to our clients. Available services are outlined below:

- The FHA Resource Center. The Resource Center will be open and available to assist clients with FHA-related calls (800-225-5342) and emails (answers@hud.gov) during its normal business hours of 8:00 AM to 8:00 PM Eastern. Please note that Resource Center staff will be unable to escalate policy clarification or case specific questions to HUD employees on furlough days. Clients will be required to call back on the next business day to seek escalation once HUD Offices have re-opened.
- 2. FHA National Servicing Center (NSC) Call Center. The NSC Call Center will be open and available to assist clients with FHA servicing related calls (877-622-8525) and emails during its normal business hours of 8:00 AM to 8:00 PM Eastern. Please note that NSC Call Center staff will be unable to escalate policy clarification or case specific questions to HUD employees on furlough days. Clients will be required to call back on the next business day to seek escalation once HUD Offices have re-opened.
- 3. **HUD Internet Sites.** HUD's main web page (http://www.hud.gov), FHA Connection (https://entp.hud.gov/clas/), and the HUD Home bidding site (https://www.hud.gov/hudhomes) will be operational and available for normal use. Please note that any system support requests or system outages during furlough days will not be addressed until the next business day.
- 4. **Marketing and Management Contractors.** Bidding and maintenance contracts on HUD-owned properties will be available to accept and process bids as well as maintain HUD Homes. Please note that any requests for HUD clarification or support on these contracts will not be available until the next business day.

FHA Homeownership List Serv Archive Page

FHA Recently began posting prior messages from this Homeownership List Serv on a Departmental web site. Currently the archives include messages from calendar year 2013 and a portion of calendar year 2012. To view messages sent by fhainfo@hud.gov and previously by jerrold.mayer@hud.gov, please visit the following site: http://bit.ly/FHAInfo